



KATHLEEN BABINEAUX BLANCO
GOVERNOR

STATE OF LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
P.O. Box 94245
Baton Rouge, Louisiana 70804-9245
www.dotd.louisiana.gov



KAM K. MOVASSAGHI
SECRETARY

OPINION SURVEY

RELOCATION

The Louisiana Department of Transportation and Development is conducting this survey to better understand how well our agents are doing as they relocate residents and businesses. This will let us know how they are doing and help them do a better job in the future. Please take a few minutes to complete and return this survey in the prepaid envelope.

Please circle your rating of the following:

| | Disagree | Somewhat Agree | Agree |
|--|----------|-------------------|-------|
| 1. The agent thoroughly explained the relocation program in a manner that was easy to understand. | 1 | 2 | 3 |
| 2. The printed information was easy to understand and reviewed with me by the agent. | 1 | 2 | 3 |
| 3. The agent was friendly, courteous and professional. | 1 | 2 | 3 |
| 4. The agent was helpful and efficient in explaining relocation benefits and eligibility requirements. | 1 | 2 | 3 |
| 5. I was offered the opportunity to express my feelings and concerns. | 1 | 2 | 3 |
| 6. I was treated fairly. | 1 | 2 | 3 |
| 7. This agent represented DOTD in a positive manner. | 1 | 2 | 3 |
| 8. Overall, I am satisfied with the resolution of the relocation. | 1 | 2 | 3 |

What could we do to improve our service?

Any other comments:
